



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2024 (Data Month: February 2024)

PARTICIPANTS

- **CalFresh:** 394,018 recipients, up 5.48% from last year.
 - 130,197 child recipients (0-18), up 2.86% from last year.
 - 94,167 senior recipients (60+), up 10.18% from last year.
- **CalWORKs:** 50,764 recipients, up 10.28% from last year.
 - 36,400 child recipients (0-18), up 12.09% from last year.
 - Welfare-to-Work: 14,750 participants, up 12.07% from last year.
- **CMS:** 10 CMS recipients, up 66.67% from last year.
- **General Relief:** 4,926 recipients, up 27.19% from last year.
- **Medi-Cal:** 979,286 recipients, down 4.85% from last year.
 - 325,455 child recipients (0-18), down 2.65% from last year.
 - 17,663 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2023–February 2024)
			Previous Month	Previous Year	
CalFresh	233,027	394,018	1.17%	5.48%	533,709
CalWORKs	17,580	50,764	1.14%	10.28%	69,165
CMS	10	10	25.00%	66.67%	36
General Relief	4,913	4,926	1.50%	27.19%	13,413
Medi-Cal	554,600	979,286	0.62%	-4.85%	1,116,611
Total	810,130	1,429,004	0.79%	-1.63%	1,227,460

*Recipients include 375,612 under ACA Medicaid Coverage Expansion.

The number of **unduplicated recipients for **all** programs.

PROCESSING

Applications Registered		
Program	February 2024	FYTD
CalFresh	20,378	170,259
CalWORKs	2,228	21,433
CMS	29	267
General Relief	3,724	28,361
Medi-Cal	17,091	104,436
Total	43,450	324,756

Renewals Generated		
Program	February 2024	FYTD
CalFresh	10,078	85,472
CalWORKs	1,365	11,379
CMS	2	19
General Relief	112	885
Medi-Cal	51,565	403,601
Total	63,122	501,356

Periodic Reports Generated		
Program	February 2024	FYTD
CalFresh	15,846	113,098
CalWORKs	1,613	11,048
General Relief	0	5
Medi-Cal	55	160
Total	17,514	124,311

Documents Imaged	
February 2024	FYTD
325,621	2,830,839

Tasks Created	
February 2024	FYTD
524,246	4,600,091

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2023	February 2024	Change	FYTD
Total Calls	153,929	237,344	83,415	2,111,438
Abandoned	3,495	10,122	6,627	168,206
Average Wait Time	2:05	2:15	0:10	4:31

Community Based Organization (CBO)				
Month	February 2023	February 2024	Change	FYTD
Total Calls	4,469	6,383	1,914	52,294
Abandoned	118	145	27	1,982
Average Wait Time	2:31	2:29	-0:02	4:33

Emails Received	
February 2024	FYTD
2,189	19,377

FAMILY RESOURCE CENTER VISITS

Month	February 2023	February 2024	Change	FYTD
Total Tickets Issued	32,617	49,260	34%	379,695
Average Wait Time (min.)	(*-)	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for February 2024

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

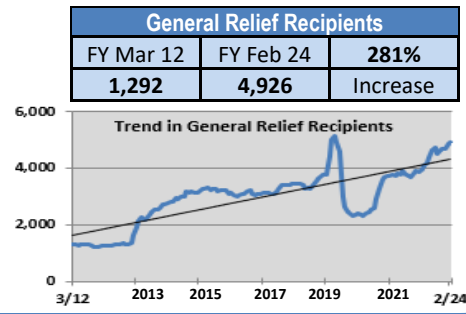
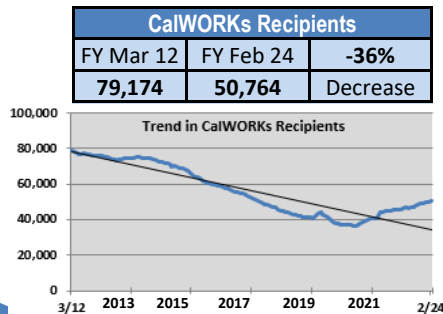
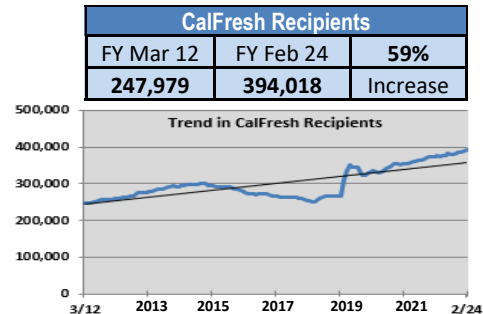
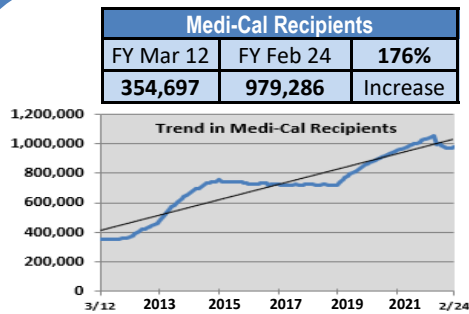
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95%
- Annual Renewal Timeliness = 96%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 98%
- Annual Renewal Timeliness = 95%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 38 Days
- Annual Renewal Timeliness = 85%



Office of Military and Veterans Affairs (OMVA) Data Tracker *

OMVA Service Delivery	Monthly Total	FYTD
Calls Received	3,094	19,241
Calls Received– Average Wait Times	0:01:17	0:01:14
In-Person Customer Visits	1,654	10,204
Driver's License Applications	47	878
License Plate Applications	626	3,355
College Fee Waiver Applications	55	1,314
VA Claim Appointments Made	181	1,253
VA Claim Appointments Wait Time (Days)	10	68
Community Events	15	73
Contacts Made at Community Events	342	3,375

* New data metrics as of 10/2023